

Business Case: Critical Parts



Net Solutions operates a network of 12 parts banks in Spain for highly critical spare parts. Critical spare parts are parts that are critical for a computer network... ie. if the network of a bank goes down, we deliver a part within 2 hours to make sure the network is up and running within 4 hours. These parts banks are accessible 24 hours a day, 365 days a year.

Net Solutions provides the following services:

- Picking of orders within 30 minutes.
- We provide a dedicated car and driver within 30 minutes to be able to exclusively deliver the part in question.
- The drivers are available 24*7 and deliver within Spain, or even to other European countries.
- On board Courier services: in case necessary a courier takes de next plane to fly to the destination and deliver personally.
- NFO: Next Flight Out: we book space on the next flight and pick up the part on the other side to deliver urgently.

Parts in warehouse Madrid



For the operation we use a warehouse system, created by our clients. We book all the inbound and outbound movements directly in these systems.

Parts in warehouse Madrid



Facts of the operation:

- All warehouses are highly secured with security cameras and guards.
- For this operation, we have over 15 persons standby every day and night.
- For this operation 20 vans are able to be on site within 30 minutes during the day, and within 45 minutes during the night.
- Our personal is equipped with Iphone telephones to be able to manage an order anywhere they are, at any time.
- We have parts banks varying from only 5m2 to 60m2.
- We work together with a European and USA based company, to be able to provide this service at more than 250 warehouses in Europe and USA.